

Selection Criteria		ACS Comments
Core Value Requirements	Customer focused	<ul style="list-style-type: none"> - Demonstrated customer satisfaction through high ranking in Federal Computer Week Y2K Competitiveness Survey - Commitment to customers demonstrated through customer feedback approach (one-on-one interviews to identify and solve problems) - Use of JAD sessions to involve user groups in system/program development - Site visit revealed inability to support several school inquiries (account balance discrepancies, questions on EDEExpress software, requests for student information) - System availability vs. non-availability is not tracked on a regular basis
	Commitment to higher education	<ul style="list-style-type: none"> - Partial tuition reimbursement plan for ACS employees - Conducted presentations at NASFAA, AACRAO, NACUBO, EAC, PESC, among others - Developed Express Refinance product to allow borrowers to consolidate loans at reduced cost to SFA - Follow up Q & A revealed additional higher ed clients (i.e. North Carolina Community College)
	Employee Satisfaction	<ul style="list-style-type: none"> - ACS recently updated their employee satisfaction survey (E-Focus Program) so now HR reps work directly with each unit - No upward feedback or recourse, Employee Relation program is a one-to-many relationship - In addition to the employee satisfaction survey, ACS uses benefits survey, exit interviews as methods of collecting employee feedback
	Continuously reinventing/adapting; willingness to change	<ul style="list-style-type: none"> - Tax Credit Reporting Service developed in 1998 - Plans for strategic investments in web-centric companies and tech companies to deliver improved customer service - Only example of reinventing or change given was "updates to RFMS"
	Thought-leadership	<ul style="list-style-type: none"> - No examples of first-in-market success - Proposal lacks specific examples beyond experiences with SFA - Examples of SFA recognition of quality acceptance - Lack of knowledge regarding schools revealed through

Selection Criteria		AFSA Comments
Core Value Requirements	Customer focused	<ul style="list-style-type: none"> - Defined customer segments of schools and financial institutions - Customer satisfaction is measured through annual written survey, with follow-up phone calls for non-respondents - Rating ranges between 'Satisfied' and 'Very Satisfied' - Use of Client Advisory Teams and School Advisory Council to collect customer feedback & suggestions - Several initiatives in place to improve customer satisfaction, including: <ul style="list-style-type: none"> = improved employee programs focusing on customers = customer service training
	Commitment to higher education	<ul style="list-style-type: none"> - Active in several industry organizations (NACUBO, NASFAA, NCHELP, among others) - Pro bono system development for Access America, free consultation for Project EASI - AFSA sits on boards of several higher ed organizations to help influence legislation re: student loan programs - No examples of financial assistance outlets to community
	Employee Satisfaction	<ul style="list-style-type: none"> - HR department conducts periodic employee focus groups with representatives from each AFSA function - Strong corporate diversity focus - Use network of contract IT professionals for large-scale projects or unexpected demand
	Continuously reinventing/adapting; willingness to change	<ul style="list-style-type: none"> - New products identified, including Tax Credit Reporting Service, campusoncall.com, e-CBSL - Established formal Business Process Improvement methodology to ensure continuous improvements in business processes and systems
	Thought-leadership	<ul style="list-style-type: none"> - Several examples of first to market success: <ul style="list-style-type: none"> = First data interchange switch for student loans = First browser-based financial business application = First educational grant status server

Selection Criteria		EDS Comments
Core Value Requirements	Customer focused	<ul style="list-style-type: none"> - Do not list other customers or customer groups beyond SFA/ED - Do not mention customer satisfaction surveys conducted by EDS or results in initial response. Follow up Q & A revealed a 5 question survey tool provided to schools and the results were discussed - Currently developing LOS web application for SFA - Customer Service Career document developed to address high turnover
	Commitment to higher education	<ul style="list-style-type: none"> - EDS personnel attended NCHELP, NASFAA, NACHA conferences, among others - No examples of financial assistance outlets to community - No detail on successes with other Higher Ed clients, follow up Q & A revealed two additional clients in Higher Ed.
	Employee Satisfaction	<ul style="list-style-type: none"> - New EDS employee survey developed and conducted in June - Recent changes in exec management and corporate structure - High turnover rate in CSR function - No indication of employee communication, involvement in decisions - Follow up Q & A included a discussion about EDS's recent switch to a "cafeteria" style benefits plan, providing flexibility for employees
	Continuously reinventing/adapting; willingness to change	<ul style="list-style-type: none"> - LOS enhancements include digital signatures and web technology - Reexamine existing systems for potential improvements (p. 26-7)
	Thought-leadership	<ul style="list-style-type: none"> - No examples of first-to-market successes - No reference to reputation outside of SFA - Relationship with SFA leadership

Selection Criteria		Total Systems Comments
Core Value Requirements	Customer focused	<ul style="list-style-type: none"> - Examples of client communication vehicles (focus groups, site visits) - Direct tie between performance measures and impact to client
	Commitment to higher education	<ul style="list-style-type: none"> - Partnership with state of Georgia (ICAPP) to train programmers - No focus on higher education
	Employee Satisfaction	<ul style="list-style-type: none"> - Employee satisfaction is measured. No plans to improve satisfaction beyond strong training program
	Continuously reinventing/adapting; willingness to change	<ul style="list-style-type: none"> - Participated in '99 pilot program for Origination & Disbursement - Future plans refer to market expansion rather than internal reengineering/adaptation or change
	Thought-leadership	<ul style="list-style-type: none"> - No examples in proposal of thought leadership within this industry